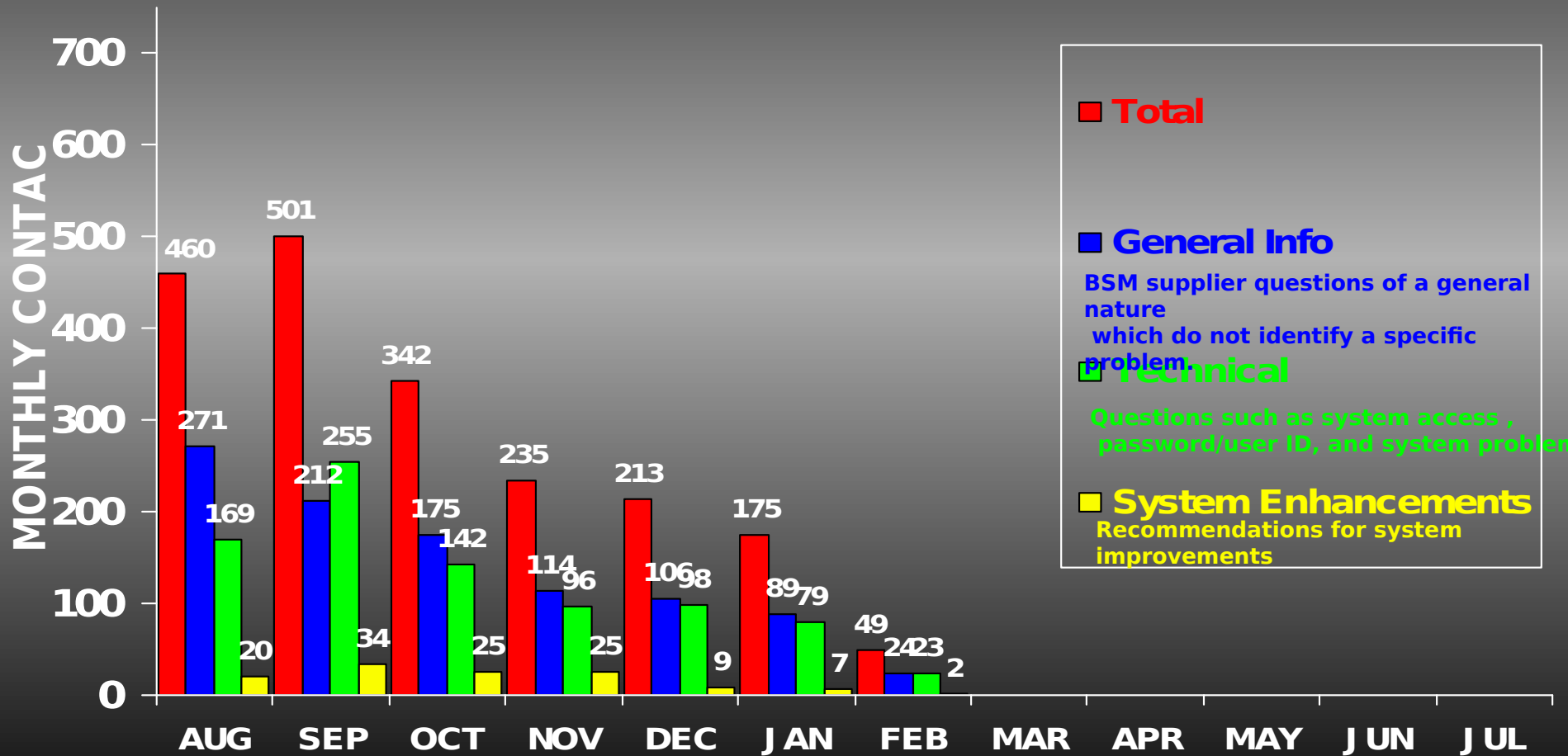




SRweb RELATED CONTACTS

As of 06 Feb 03

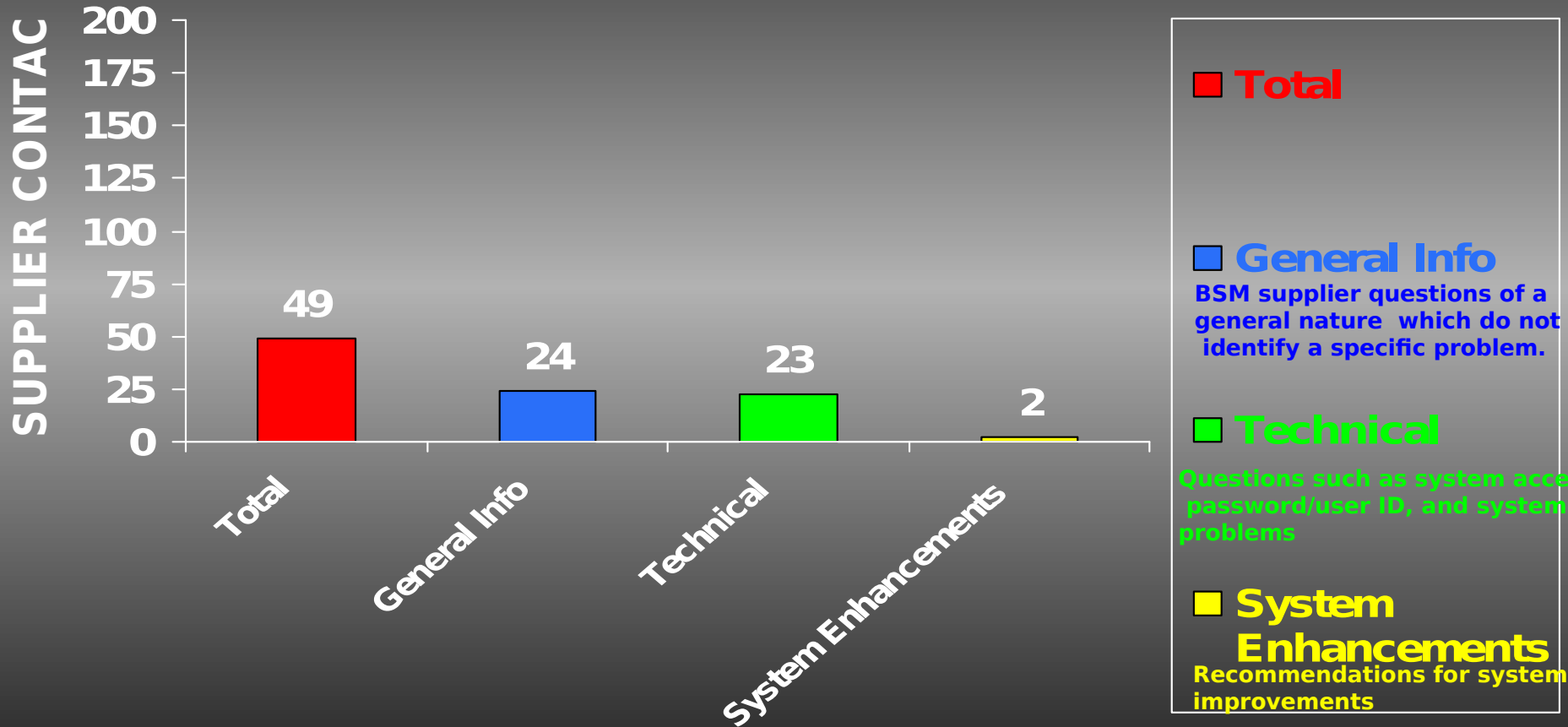


- **Total**
- **General Info**
BSM supplier questions of a general nature which do not identify a specific problem
- **Technical**
Questions such as system access, password/user ID, and system problem
- **System Enhancements**
Recommendations for system improvements



SRweb RELATED CONTACTS

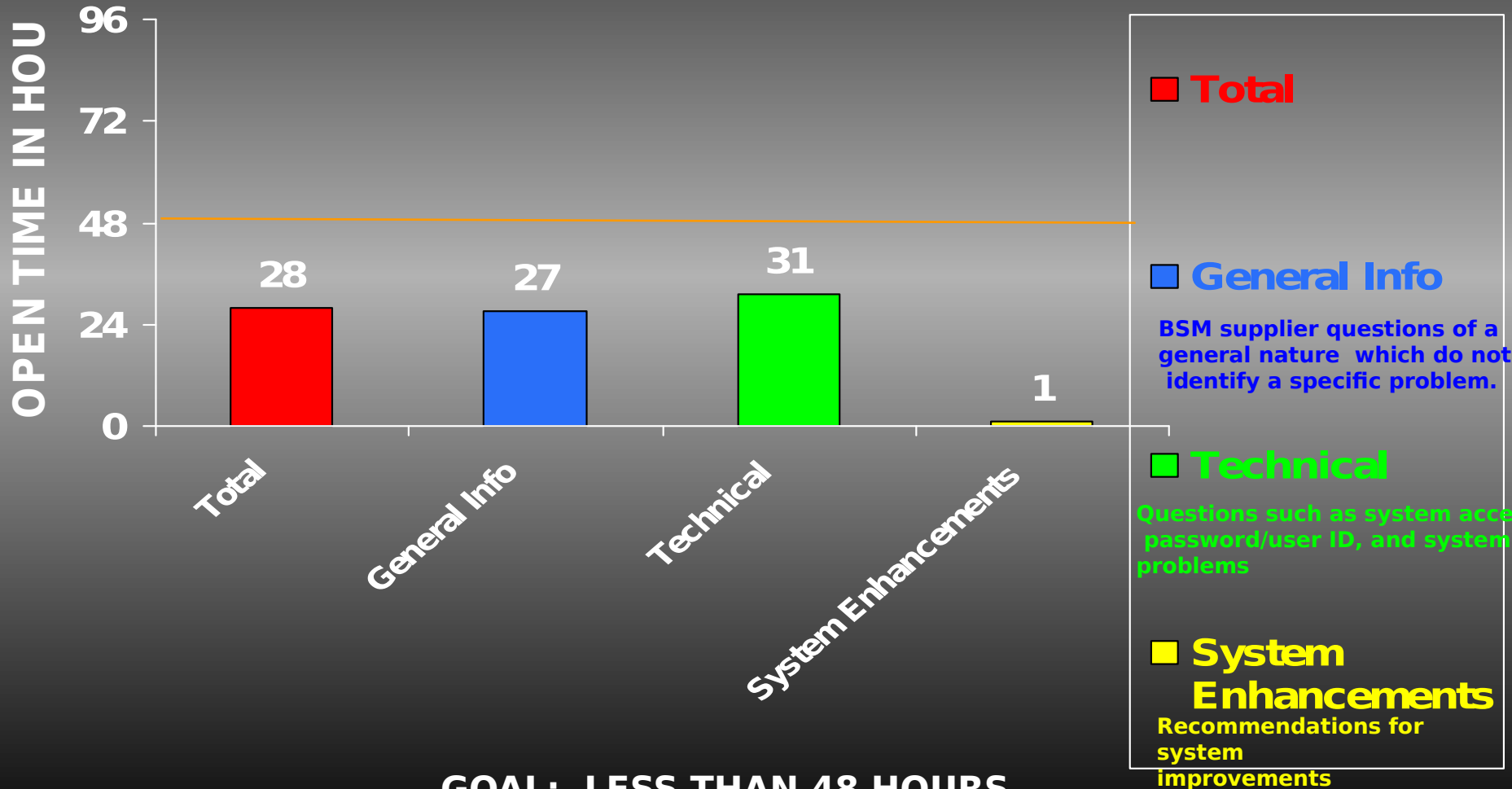
WEEK OF 31 JAN-06 FEB 03





SRweb ISSUES

Average Resolution Time
WEEK OF 31 JAN-06 FEB 03

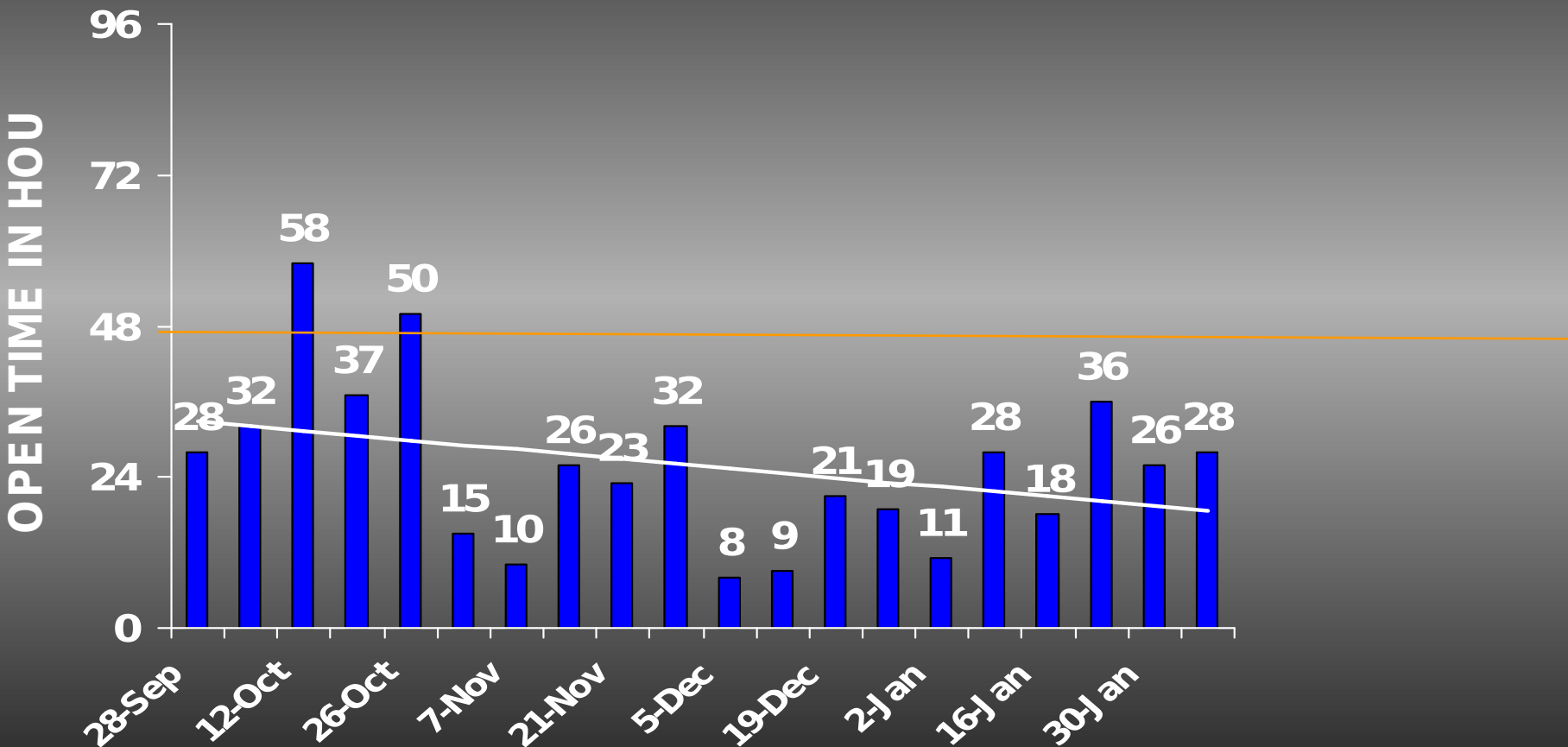


GOAL: LESS THAN 48 HOURS



SRweb ISSUES

Average Resolution Time (Trend)



GOAL: LESS THAN 48 HOURS